



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

July 30, 2014

Date Complaint Received:	7/14/14
Complaint Received By:	DHS
Provider Name and Location:	Andrea Zavada, Marion, Iowa

Complaint: DHS received a complaint on the Category B Registered Child Development Home of Andrea Zavada. It was allegeded Andrea has been using a substitute(her sister Kae) that "will hit and pinch" the children and call them names such as stupid or idiot. Reportedly Kae had spanked a child for "pooping their diaper" and left a mark.. The reporter of this complaint was not abvle to provide a description of the mark or how long it lasted.

Rule Basis: Rules determined out of compliance: 110.5 (1) Conditions in the home are safe, sanitary and free of hazards.

110.5 (9) a - Gives careful supervision at all times.

c- Gives consistent,dependable care.

110.5 (2) d- An individual file is maintained for each substitute and includes:

A completed DHS Criminal History Record Check, form B, 595-1396.

A completed Request for Child Abuse, form 470-0643.

A physician's statement of health at the time of employment and at least every two years thereafter.

Certification in infant and child first-aid that includes mouth-to-mouth resuscitation.

If they are unable to locate first-aid training that includes mouth-to-mouth resuscitation, they must complete both first-aid and CPR.

110.5 (6) Discipline

b- No punishment is used which is humiliating or frightening, or causes pain or discomfort.

Findings:

On July 16, 21014 DHS social worker Dale Garlinghouse made an unannounced visit to the child care home of Andrea Zavada. A woman who identified herself as Kae answered the door and informed Mr. Garlinghouse Andrea on vacation out of state and she (Kae) was providing the child care for the week. Four children were observed in her care.

Kae explained she has lived with Andrea every summer from May to September for the past 5 years. Kae reported she has been used as a substitute during these times but never for this length of time. She stated it was usually while Andrea ran errands. Mr. Garlinghouse shared he had checked the Kinder Track system and determined Kae was an approved assistant but not an approved substitute. Kae was not listed as a household member. Mr. Garlinghouse also noted a

young adult male in the home. Kae reported he was a friend of the family and had been living here about 2 weeks. He is not listed as a family member in Kinder Track and thus has not had records checks completed.

Kae denied ever using any type of physical discipline, especially not hitting or pinching a child. She said a child (3 years old) had “pooped their pants recently” and she cleaned them up and put a diaper on and made them go to bed (at 9:30 a.m.) Kae did say she “threatened to flush (child name) down the toilet” when this incident happened. Other forms of discipline Kae reported using was time outs (5-10 minutes) for the older children and taking things away from them. She agreed she does yell at children occasionally when she needs to be louder to be heard to get their attention but does not call them names.

Mr. Garlinghouse informed Kae she needed to call the parents of the children present and have them come and pick them up due to not being an approved substitute. Kae did this and the children all left prior to Mr. Garlinghouse leaving the home.

On July 28, 2014 DHS social worker Dale Garlinghouse made an unannounced visit to the home of Andrea Zavada. She was present along with Kae and four day care children ages 3 to 6. Andrea informed Mr. Garlinghouse the adult male he observed in the home on July 16, 2014 no longer resided in the home. When asked about the complaint Andrea stated she has never seen her sister Kae use any type of physical discipline. Andrea stated she has not had any of the parents of children in her care express any concerns or complain about Kae’s treatment of the children.

Andrea reported she told the parents of the children in her care that she needed a vacation due to the stress she was under. The parents asked for Kae to watch their children. Andrea state she told the parents Kae was not authorized to be a substitute. Despite this information the parents stated they wanted Kae to do the care so Andrea agreed.

Andrea reported that Kae had taken First-aid and CPR and Mandatory Reporter of Child Abuse training. She provided a copy of Kae’s Mandatory Reporter of Child Abuse certificate which expires in May of 2017. She did not have a copy of Kae’s certificates for Infant and Child first-aid and CPR or written documentation she was an approved assistant available for review.

Resolution: Information gathered during the interviews determined this provider was using an unapproved substitute to provide child care. It was further determined she had a person living in the home for more than 2 weeks who was not approved to be there and did not have any record checks completed.

Signed a Corrective Action/Safety Plan and provider agreed she will not use anyone as a substitute or assistant until she has received a written statement from DHS they are approved to be used in that capacity, she will immediately report to DHS any new household members and add them to her application and have record checks completed and she will not leave her sister Kae alone unsupervised with the day care children unless she has received verification from DHS she can be used as a substitute.

If you have any questions regarding this matter feel free to contact me at 892-6803 or email address dgarlin@dhs.state.is.us.

Sincerely,

Social Worker

Social Work Supervisor